

Employee of the Year Award



One of the Bureau of Vital Statistics staff received an early Christmas gift. On December 18, 2009, Jana Duffy, Project Lead for Electronic Birth Registration (EBRS) was awarded "Employee of the Year" as the representative for the Bureau of Health Statistics and Assessment. Jana was one of 15 selected from Department of Health headquarters offices. These outstanding individuals were recognized with a breakfast with the State Surgeon General, Dr. Ana M. Viamonte Ross, who also presented each of them with a plaque and thanked them for their contribution to the citizens of

Florida.

We're mighty proud of our Jana for her hard work and dedication, but would also like to mention that two other individuals from the Bureau of Health Statistics and Assessment were also nominated for this award – Ron Humphries, a data guru in the Bureau of Community Health Assessment, and an IT wizard also with the Bureau of Vital Statistics, Eric Mays. All of us benefit from the diligence and dedication of staff such as these. Great job!!



Spotlight on... Escambia County

If you start driving on Interstate 10 toward California, before you accidentally find yourself in Alabama, you'll discover the western most wonder of Florida, Escambia County, Pensacola, sometimes referred to as the World's Whitest Beaches. Escambia County was one of Florida's original counties and home of one of the best vital statistics offices.

"We here in Escambia County are very excited about being "onboard" with the Florida EBRS. Thanks to Jana Duffy and Michele Watterson from the Jacksonville Bureau of Vital Statistics and Baptist Hospital's welcome, they were able to get connected before the end of 2009," announces Janie Carpenter, CDR for Escambia County. The other three hospitals in Escambia County looking to be connected soon are Sacred Heart Hospital, West Florida Regional Medical Center and the US Navy Hospital. Escambia County currently has four vital statistics folks at the main office and three at their satellite office, serving a military and civilian community. With combined years of service for over 35 years, they are Janie Carpenter, and Deputy Registrars, Vanessa Wilson, Barbara Macks, Candy McMillion, Anita Phillips, Vetta Atkins, and Ellen Jenkins. Barbara Macks recently retired in February. She has been with Escambia's vital statistics the longest and will certainly be missed, but the staff wishes the best retirement can bring! With a population just under a half a million in the county, the team issued over 44,000 certified copies last year. ECHD files approximately 5800 births and 3500 deaths annually.

Escambia's vitals staff work with funeral homes from throughout the panhandle of Florida counties as far away as Bay County to the east; plus several from Alabama. One way or another, they are working with around 22 funeral homes daily. "We're all looking forward with great anticipation for an exciting and progressive 2010", proclaims Janie! It's no wonder the county's motto is 'Enhancing the Quality of Life for all Citizens', and Janie and her outstanding VS staff contribute to that quality of life. Keep up the first-rate service, Escambia County Vital Statistics!



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BITS 'N PIECES

CDRs and EBR birth registrars
– be mindful when completing records on multiple births; make sure the information on the pregnancy history tab and newborn tab are correct!

CDRs – reminder when reviewing death records make sure items are complete in accordance with the updated registration handbook, which is available on our website.

What Motivates You At Work?

News reports continue to be filled with stories of job layoffs, hard times, and sad recounts of how this economy has affected everyday people. The Bureau of Vital Statistics is not immune to any of this, but just recently a poll was done by one of the managers of staff in their units; the question was, "what motivates you at work?" Below is a sampling of their responses, a testament to the caliber of person with whom we work.

- The sigh of relief from a client ... knowing that you have brought a moment of peace to their otherwise stressful situation.
- When I look at people out of work and homeless, it is a blessing to have a job. Clients often call for corrections on their birth records because they are seeking employment and need their birth record corrected in a rush and they are literally begging you to help them. It motivates me to know that I have made a difference in the lives of others.
- I've given this a lot of thought. I think always looking for the positive with co-workers or clients; also a friendly word from my work family; being allowed to work is a given. We are all so lucky to have a good stable job and being surrounded by good people.
- The thing that motivates me the most to come to work is the paycheck. Knowing that I am working and making money, it will allow me to pay my bills and buy the things I need to survive. Also meeting new people and making new friendships.
- The challenge (like Sherlock Holmes) of figuring out what the client wants/needs ... getting the work done in a timely manner and distributed to the different sections ... and the fact that groceries don't come free. I'm

motivated to keep my job to pay for the things I want and that means doing the best I can.

- It motivates me when I feel like the people that I work with appreciate and respect me. Extra money would be nice of course, but there is no amount of money that can compensate if you have to work with rude and ungrateful people. The "state" by nature is a sterile entity that has no "feelings" or capacity for "caring", but the people we work with ... those are the ones that can care, and do have feelings of loss if we are not there. We spend a good portion of our waking life with the people we work with, and they can either make or break a day for me. I thank God (formally, right here and now) for the wonderful folks he has given me to work with.
- My parents instilled a good work ethic and my house will be paid off in a few more years!
- What motivates me is knowing that in some small way, what I'm doing makes a difference in someone's life. The letters I receive make me realize how blessed I am. The simple questions we take for granted, that are asked on a daily basis are astounding. Knowing your parent's name, trying to find out who you are, where you belong...I never really thought about how important this agency really is. I see the ladies and gentlemen working so diligently to help those in need, and I am so proud to be a part of such an outstanding agency. Ladies and gentlemen, keep up the good work, you are to be commended.

No ending is better than their words: What motivates me is knowing the work I do is important and I get paid to do it.

Florida's Top 20 First Names for 2009

Male

1. Jayden
2. Michael
3. Joshua
4. Jacob
5. Anthony
6. Christopher
7. Ethan
8. Daniel
9. Alexander
10. Noah
11. Gabriel
12. Aiden
13. Matthew
14. David
15. Christian
16. Logan
17. William
18. Elijah
19. Joseph
20. Dylan

Female

1. Isabella
2. Sophia
3. Emma
4. Emily
5. Olivia
6. Madison
7. Ava
8. Mia
9. Abigail
10. Chloe
11. Brianna
12. Samantha
13. Elizabeth
14. Victoria
15. Gabriella
16. Ashley
17. Alexis
18. Sofia
19. Alyssa
20. Addison

Welcome Aboard



The following appointments have been made to the position of registrar in the county health department:

Chief Deputy Registrar

Lisa Makal..... Polk
Donna Mock Holmes
Dorene Johnson..... Sarasota

Local Registrars

Sandra Park Santa Rosa

The County Health Department Phone List (with fees) is posted to the Internet at:

http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html

The list is updated quarterly & can be downloaded at any time.

Be sure to verify with county for any additional fees.

Fighting Back Against Workplace Conflict! Applying the B.I.F Approach

The following is an article by David Friedman of The Telephone Doctor

Unfortunately, conflict between human beings is about as old as life itself. Is there any doubt that early cave dwellers likely got in disagreements about whose turn it was to go snag another woolly mammoth or who got to sleep closest to the fire? They may have lacked the sophisticated swear words we've been clever enough to invent but the conflict was there, nonetheless. No matter the era, the reality is, if you put two or more people in close quarters, sooner or later, you'll have a conflict.

And so it goes in today's modern office. But only worse



is that in the workplace, negative internal relationships can severely impact how well your organization operates; and ultimately, how well your external customers are treated. We all know that it's really difficult for people to

concentrate on providing high levels of external service, when there's conflict, unhappiness or lack of respect within an organization.

While it's not possible to avoid all employee conflicts, there are ways to better manage most situations. When a major conflict erupts between coworkers, it's usually necessary to involve a manager to help resolve it. However, there's a process to help resolve internal relationship issues and possibly prevent the need for management involvement. Used properly, this three-step process will help maintain a positive, healthy workplace atmosphere. We call it the B.I.F. Approach.

Let's examine the B.I.F. Approach letter by letter:

B - Behavior - First, describe the behavior. Use specific facts or an objective description. It's important to keep from asking questions that will put him or her on the defensive and possibly start an argument all before we even get to the point.

I - Impact - Next, tell the effects that the behavior is having on you. How is it impacting your job or your performance?

F - Feelings - Lastly, relate how the behavior and impact cause you to feel.

After that, you stop and let the other person absorb what you said. Often, that silent period will result in the other person apologizing or suggesting a solution.

Obviously, The B. I. F. approach won't work in every case. But in many situations, it can help diffuse minor workplace conflicts and reduce the need for management involvement. Plus, you'll know you handled the situation professionally. Give the B.I.F. Approach a try the next time you encounter a workplace conflict situation.

<http://telephonedoctor.com>

e-Vitals Online Training

E-Vitals training continued in January via long distance using the department's live meeting system. The subject for this session was Printing and Document Tracking. Topics included setting tools preferences, searching and printing birth certificates, voiding and replacing births, printing death certificates and safety paper usage reports; areas of e-Vitals that prove to be problematic to new users. The training was conducted over several sessions which gave all participants the opportunity to attend the class best suited for their busy schedules. For those who learned e-Vitals "on-the-job" this training has proven to be most beneficial. The next session is scheduled for March.



The [Vital Records Registration Handbook, 2009 Revision](#) & the Birth & Death editions of the handbook can be downloaded from the website:
http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html

I am still determined to be cheerful and happy, in whatever situation I may be; for i have also learned from experience that the greater part of our happiness or misery depends upon our dispositions, and not upon our circumstances.~ Martha Washington (1732-1802)

PLEASE MAIL CHANGE OF ADDRESS TO:
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Date: _____

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